



North East Ambulance Service NHS Foundation Trust

2024 NHS Staff Survey

Breakdown report

Introduction	5
People Promise element and Theme results – Breakdowns 1	6
340 Directorate of CEO	7
340 Directorate of Clinical	8
340 Directorate of Finance and Digital	9
340 Directorate of Operations	10
340 Directorate of People and Development	11
340 Directorate of Quality and Safety	12

<u>Chief Executives Departments</u>	14
<u>Emergency Operations Centre - CAS</u>	15
<u>Emergency Operations Centre Call Handlers and Call Auditor</u>	16
<u>Emergency Operations Centre Dispatch Teams</u>	17
<u>Financial Management and Contracts Departments</u>	18
<u>Financial Services and Estates Departments</u>	19
<u>Informatics, Development and Information Governance</u>	20
<u>Information and Technology N&T and Mobile Comms</u>	21
<u>Information and Technology Service Desk and Core Systems</u>	22
<u>OD, OH, Communications and Engagement Departments</u>	23
<u>Operations Management Teams</u>	24
<u>PTS Central Division</u>	25
<u>PTS North Division</u>	26
<u>PTS South Division</u>	27
<u>Paramedicine, Medical and Clinical Departments</u>	28
<u>People Development Departments</u>	29
<u>People Services Departments</u>	30
<u>Quality Patient Safety and Experience Departments</u>	31
<u>Resourcing, Business Planning and Volunteer Departments</u>	32
<u>Strategy Planning and Transformation Departments</u>	33
<u>Trainees</u>	34
<u>Unscheduled Care - Advanced Practice</u>	35
<u>Unscheduled Care Central Division</u>	36
<u>Unscheduled Care EPRR</u>	37

People Promise element and Theme results – Breakdowns 2 (cont.)

13

Unscheduled Care North Division

38

Unscheduled Care South Division

39

This breakdown report for North East Ambulance Service NHS Foundation Trust contains results by breakdown area for the People Promise element and theme results from the 2024 NHS Staff Survey. These results are compared to the unweighted average for your organisation.

Please note: It is possible that there are differences between the ‘Your org’ scores reported in this breakdown report and those in the benchmark report. This is because the results in the benchmark report are weighted to allow for fair comparisons between organisations of a similar type. However, in this report comparisons are made within your organisation, so the unweighted organisation result is a more appropriate point of comparison.

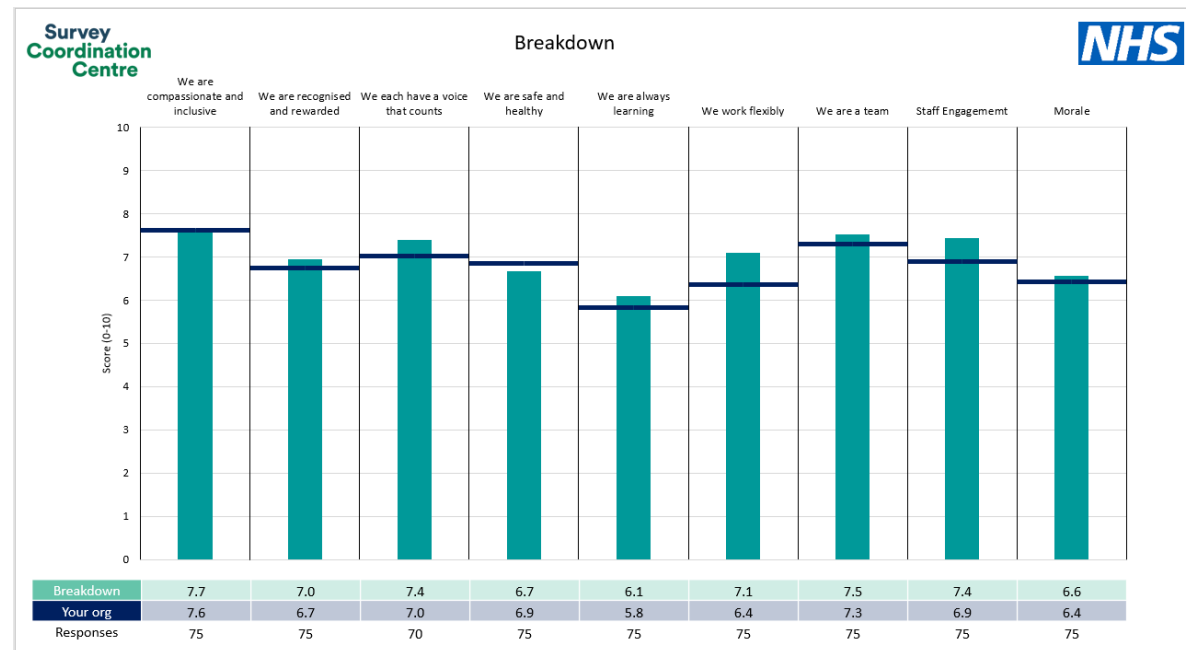
The breakdowns used in this report were provided and defined by North East Ambulance Service NHS Foundation Trust. Details of how the People Promise element and theme scores were calculated are included in the Technical Document, available to download from our results website.

Key features

Breakdown type and **breakdown name** are specified in the header.

Breakdown results are presented in the context of the (unweighted) **organisation average ('Your org')**, so it is easy to tell if a breakdown area is performing better or worse than the organisation average. For all People Promise element and theme results, a higher score is a better result than a lower score.

The **number of responses** feeding into each measure and sub-scores for the **given breakdown** are specified below the table containing the breakdown and trust scores.



! Note: When there are fewer than 10 responses in a group, results are suppressed to protect staff confidentiality. For some organisations this could mean that all breakdown results are suppressed.

Breakdowns 1

North East Ambulance Service NHS Foundation Trust
2024 NHS Staff Survey



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



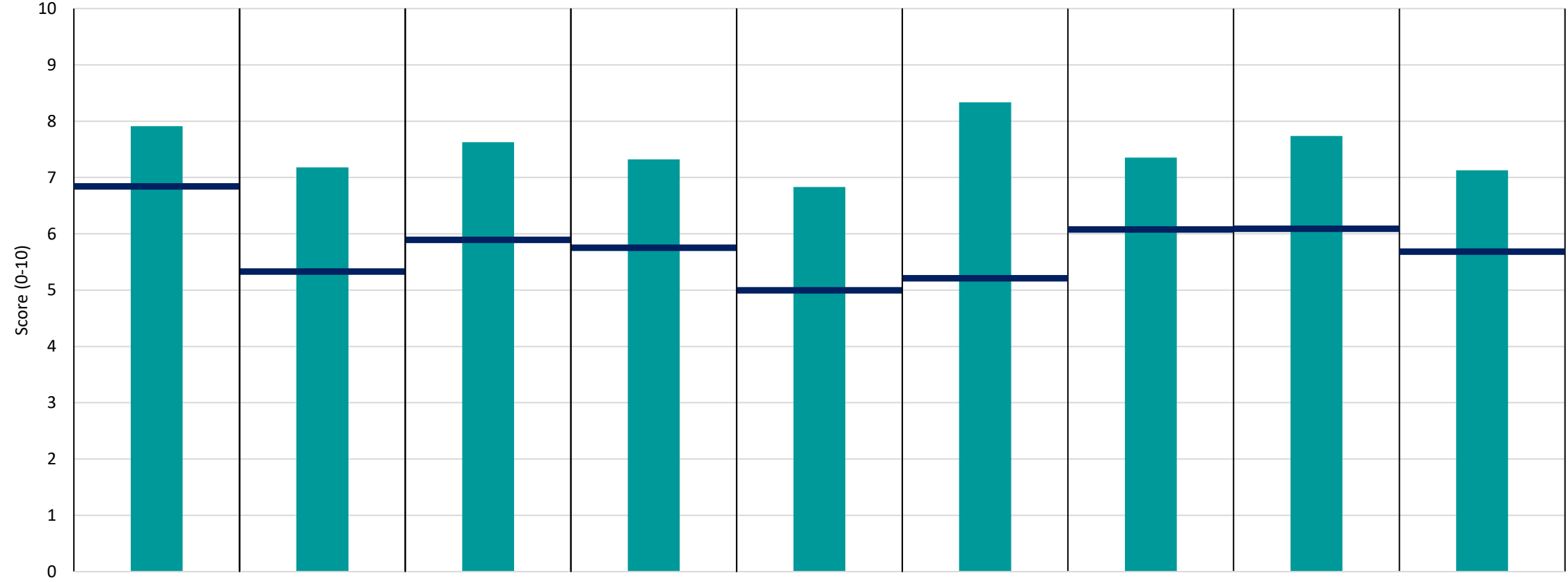
We are a team



Staff Engagement



Morale



Breakdown	7.91	7.18	7.63	7.32	6.83	8.33	7.35	7.74	7.13
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	14	14	14	14	14	14	14	14	14



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



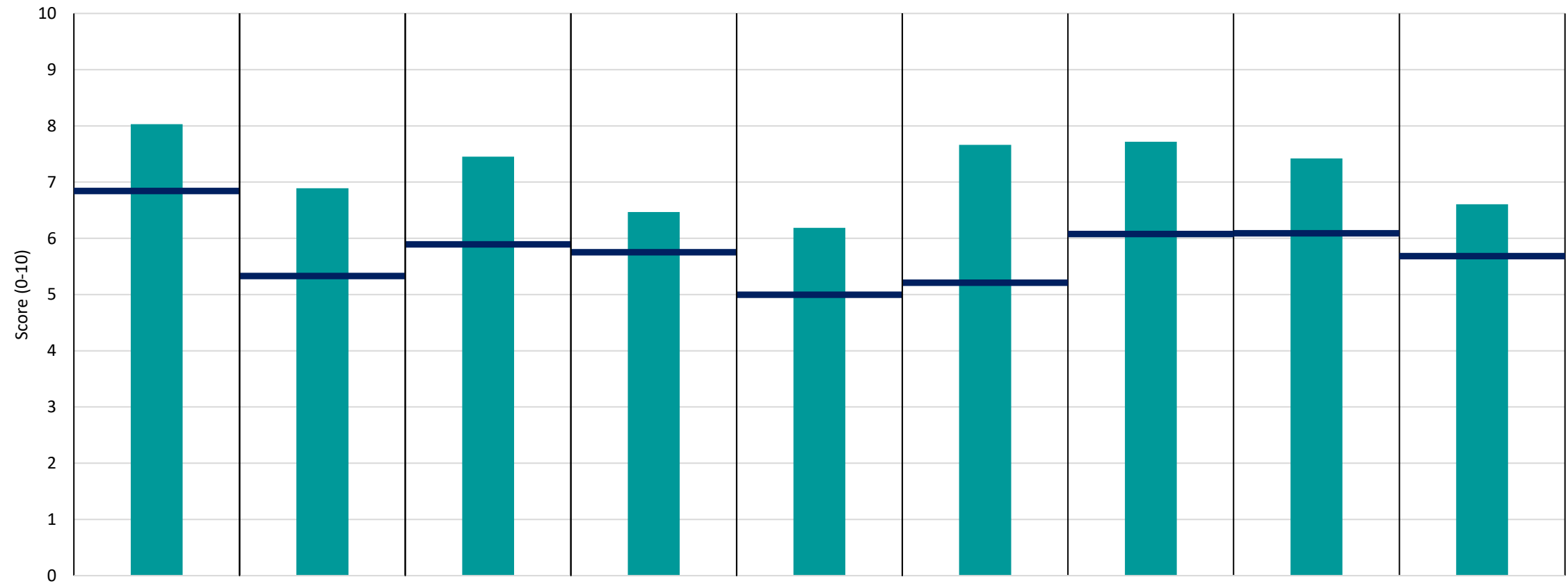
We are a team



Staff Engagement



Morale



Breakdown	8.03	6.89	7.45	6.47	6.19	7.66	7.72	7.42	6.61
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	28	28	28	27	27	28	28	28	28



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



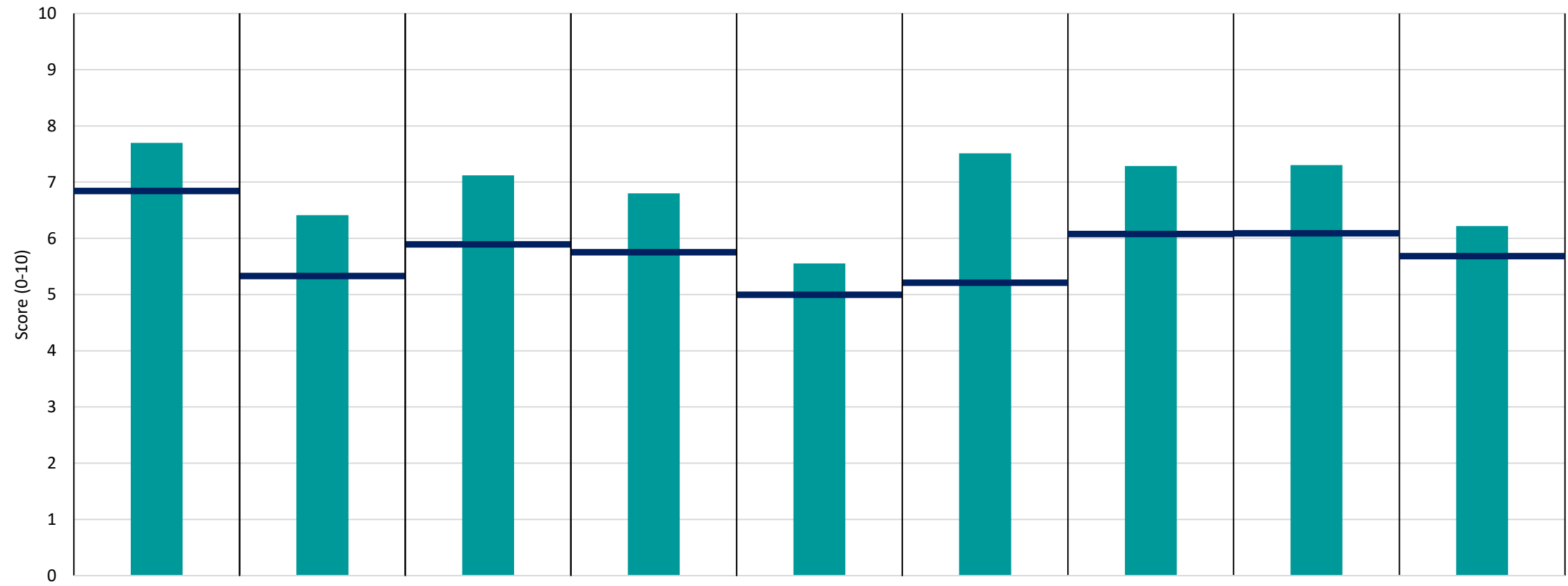
We are a team



Staff Engagement



Morale



Breakdown	7.70	6.41	7.12	6.80	5.56	7.51	7.29	7.30	6.22
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	88	89	89	89	85	89	88	89	89



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



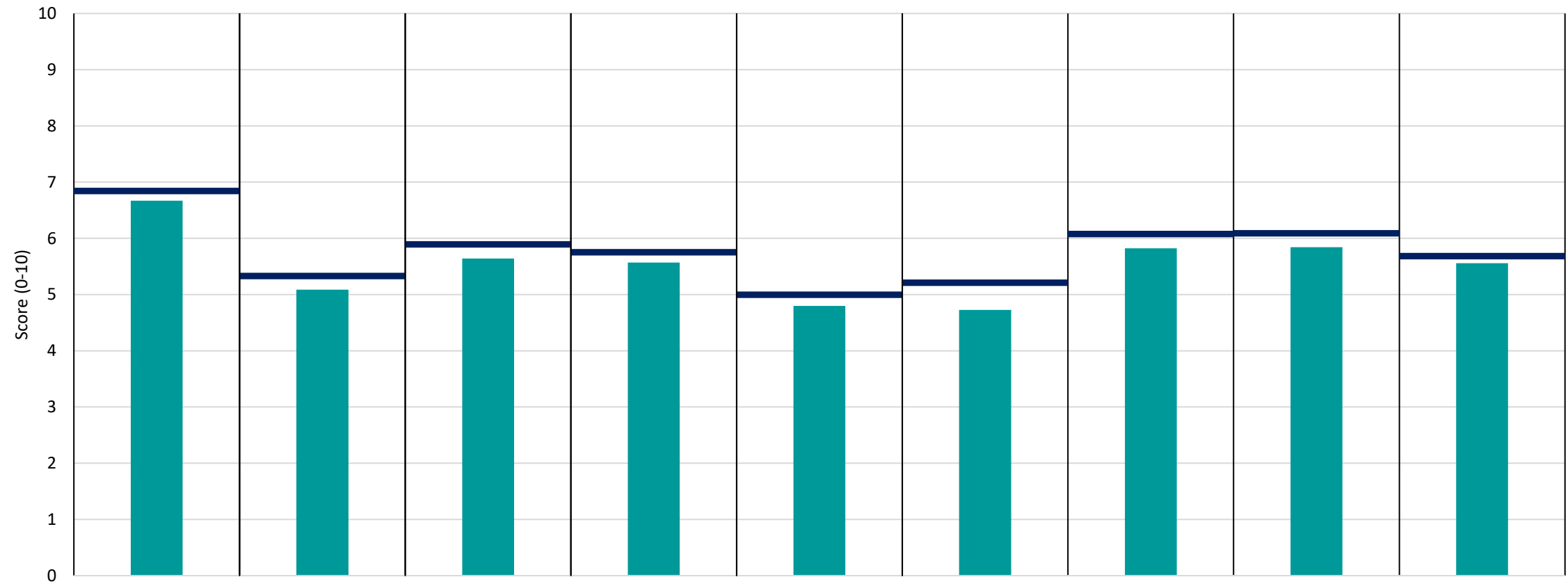
We are a team



Staff Engagement



Morale



Breakdown	6.67	5.09	5.64	5.57	4.80	4.73	5.82	5.84	5.56
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	1251	1252	1236	1241	1176	1251	1251	1252	1255



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



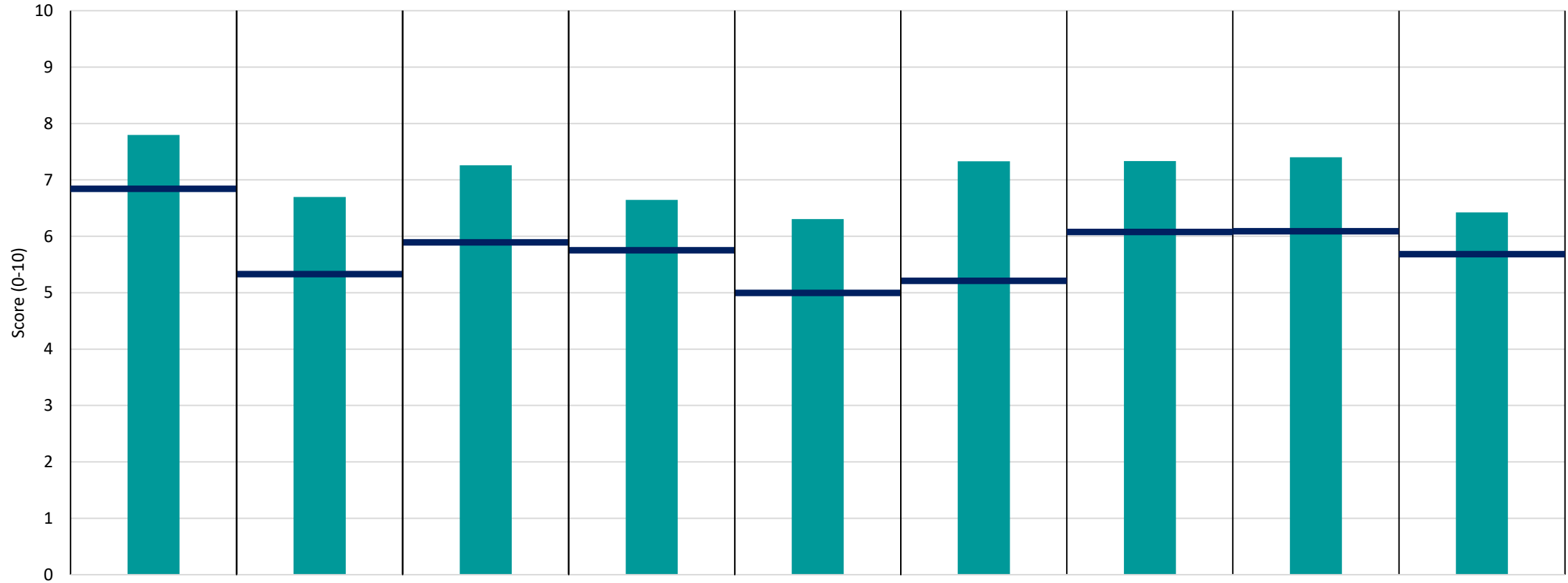
We are a team



Staff Engagement



Morale



Breakdown	7.80	6.70	7.26	6.65	6.30	7.33	7.33	7.40	6.42
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	99	100	97	99	97	100	99	100	100



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



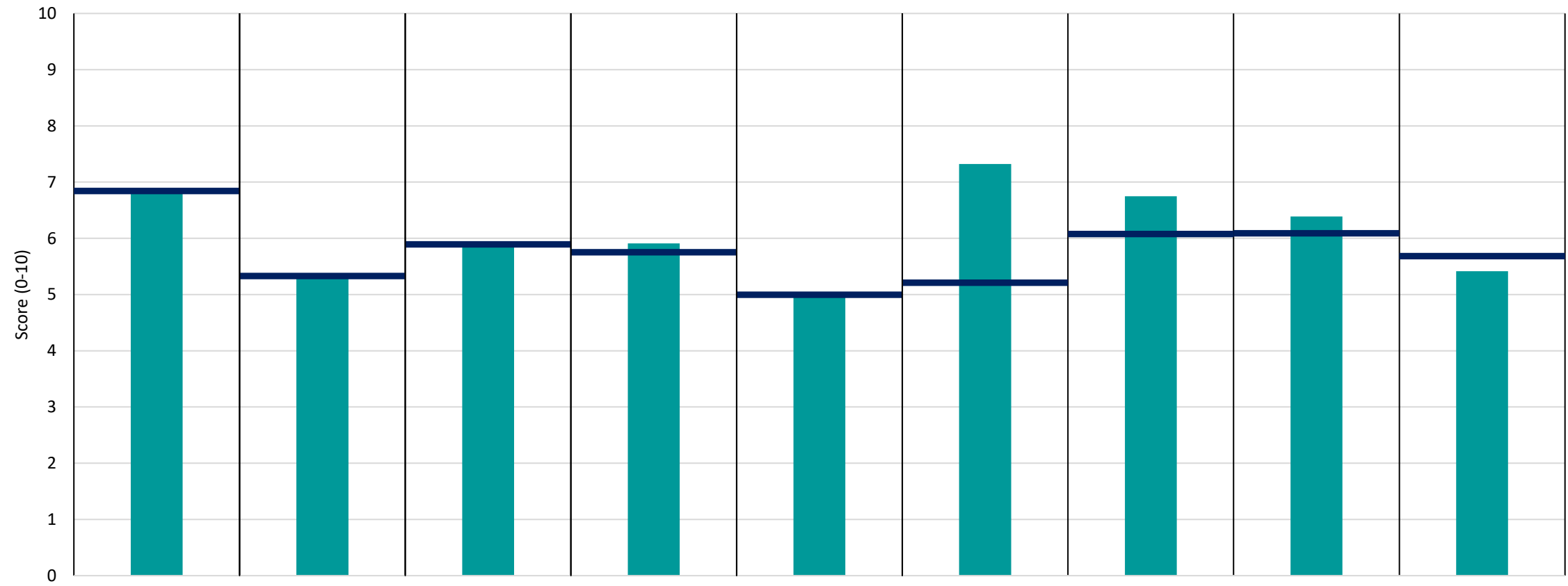
We are a team



Staff Engagement



Morale



Breakdown	6.84	5.36	5.87	5.91	4.98	7.32	6.75	6.39	5.41
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	35	35	35	35	34	35	35	35	35

Breakdowns 2

North East Ambulance Service NHS Foundation Trust
2024 NHS Staff Survey



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



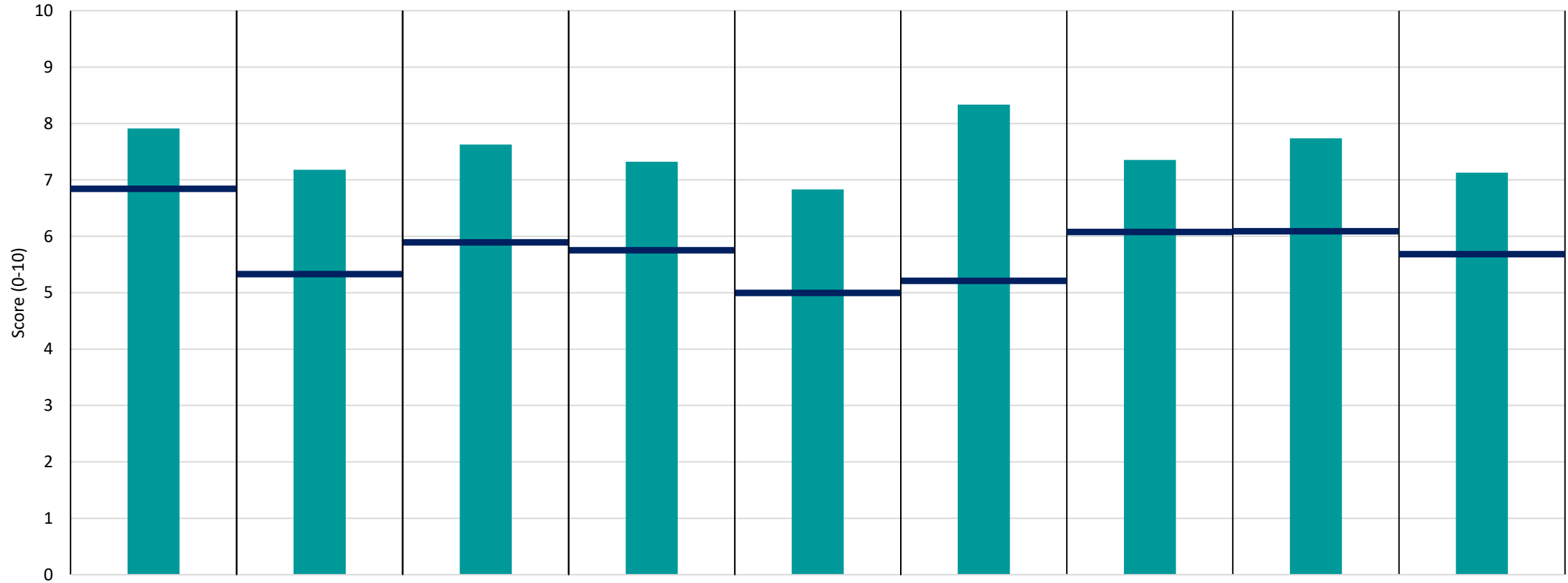
We are a team



Staff Engagement



Morale



Breakdown	7.91	7.18	7.63	7.32	6.83	8.33	7.35	7.74	7.13
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	14	14	14	14	14	14	14	14	14



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



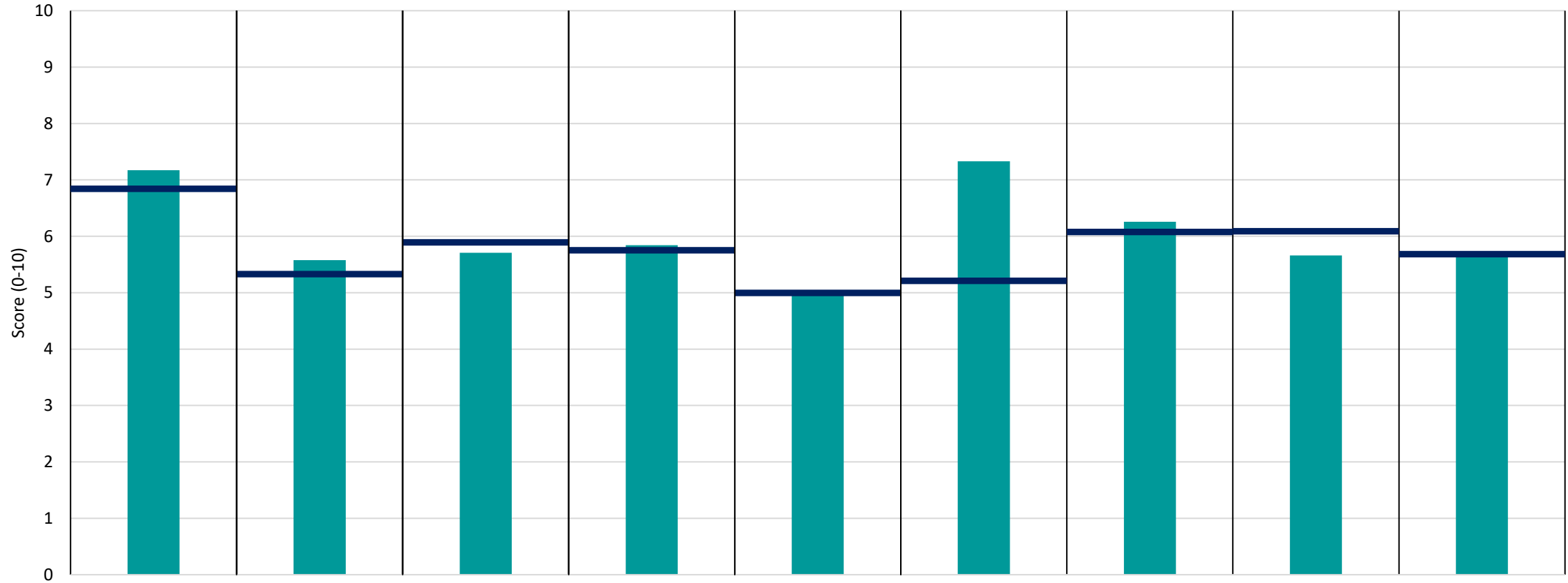
We are a team



Staff Engagement



Morale



Breakdown	7.17	5.58	5.71	5.84	5.03	7.33	6.26	5.66	5.71
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	95	95	94	94	95	95	95	94	95



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



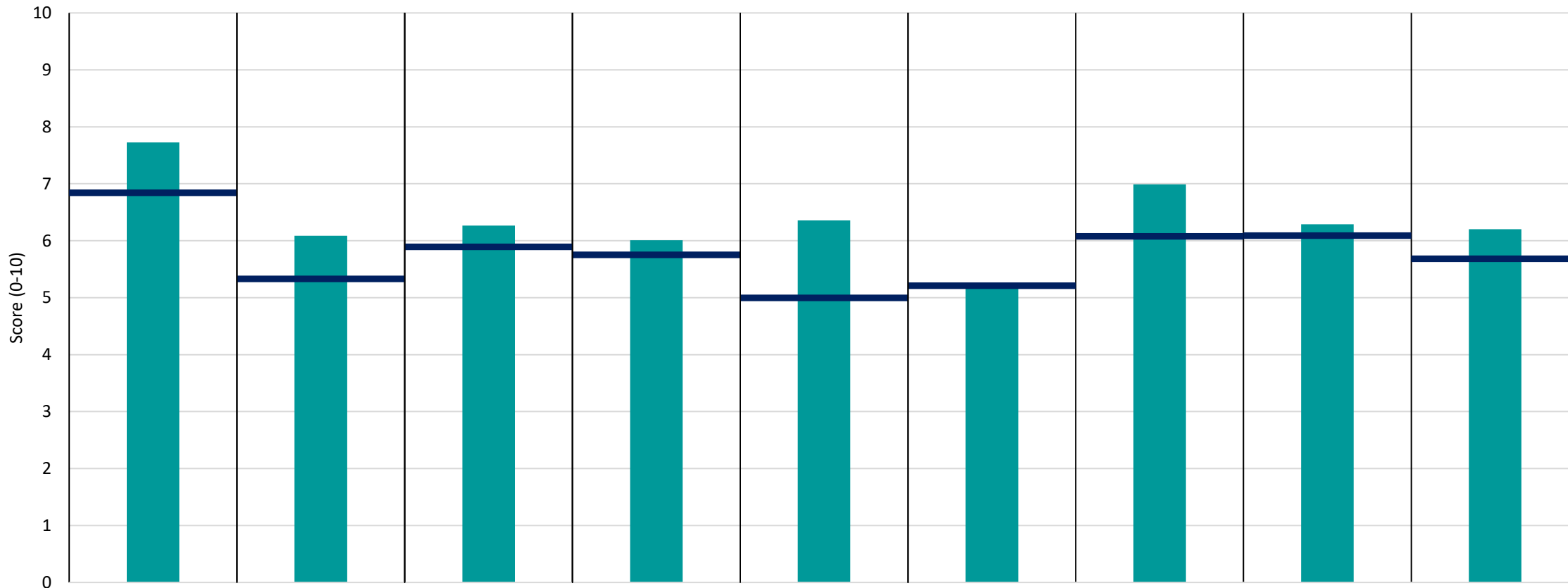
We are a team



Staff Engagement



Morale



Breakdown	7.73	6.09	6.27	6.01	6.36	5.23	6.99	6.29	6.20
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	225	225	224	223	212	225	225	225	226



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



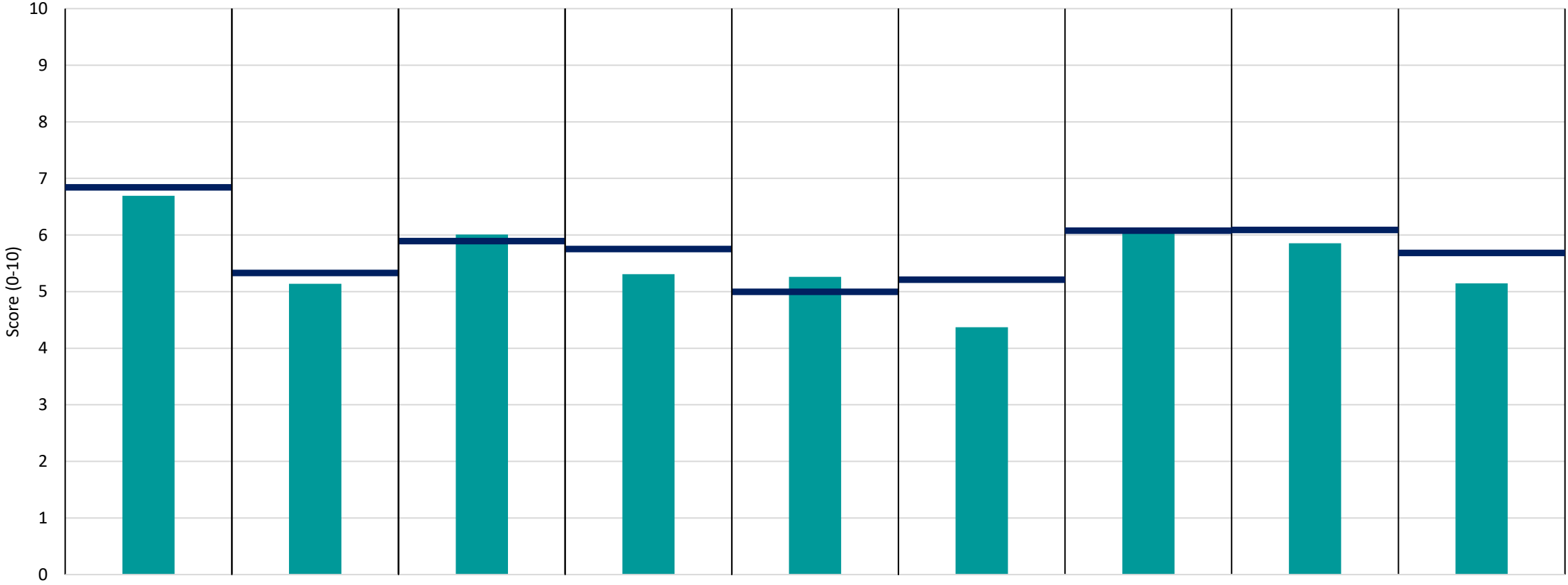
We are a team



Staff Engagement



Morale



Breakdown	6.69	5.14	6.01	5.31	5.26	4.37	6.13	5.86	5.15
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	62	61	60	62	59	61	62	62	62



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



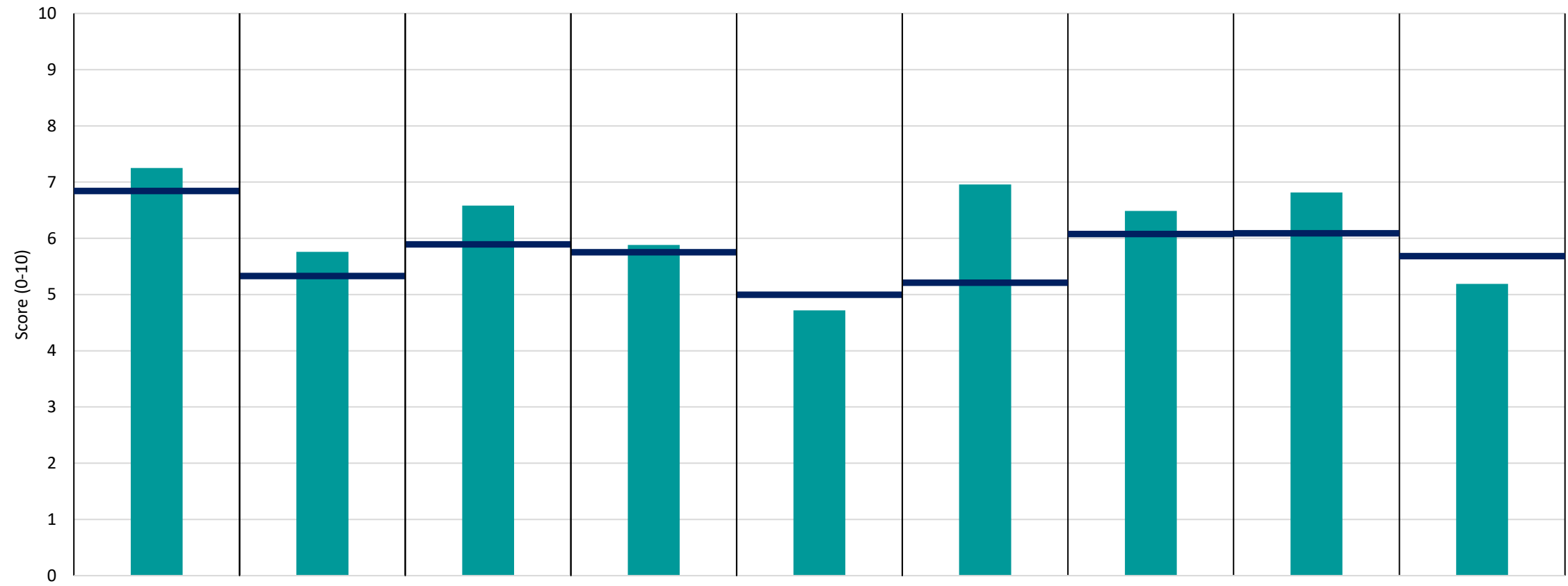
We are a team



Staff Engagement



Morale



Breakdown	7.25	5.76	6.58	5.88	4.72	6.96	6.49	6.82	5.19
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	27	27	27	27	26	27	27	27	27



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



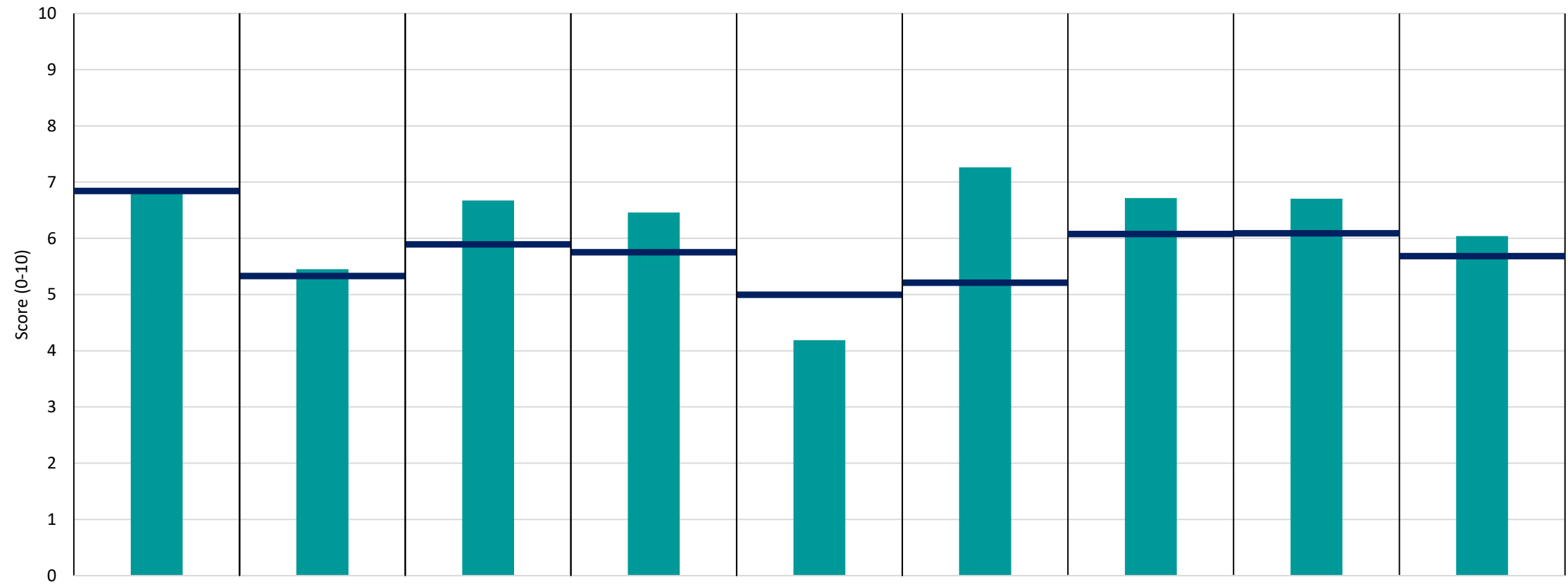
We are a team



Staff Engagement



Morale



Breakdown	6.86	5.45	6.67	6.46	4.19	7.26	6.72	6.71	6.04
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	13	14	14	14	14	14	13	14	14



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



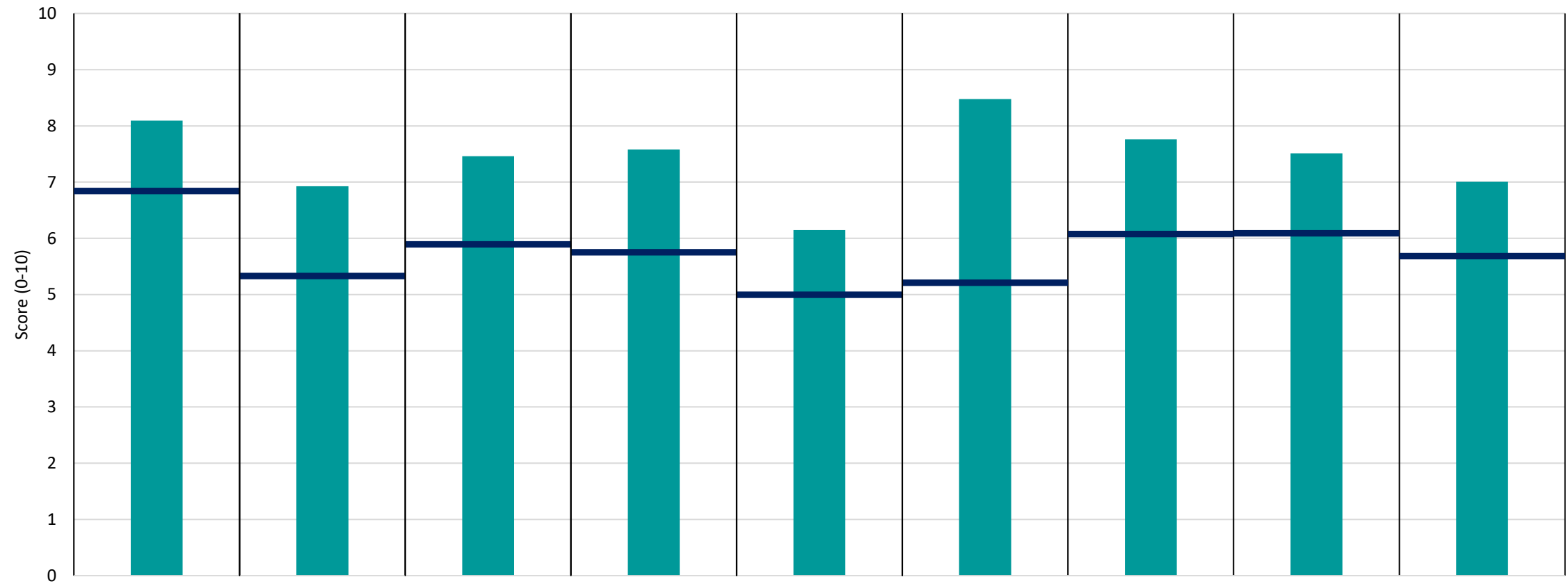
We are a team



Staff Engagement



Morale



Breakdown	8.10	6.93	7.46	7.58	6.15	8.48	7.76	7.51	7.01
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	20	20	20	20	19	20	20	20	20



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



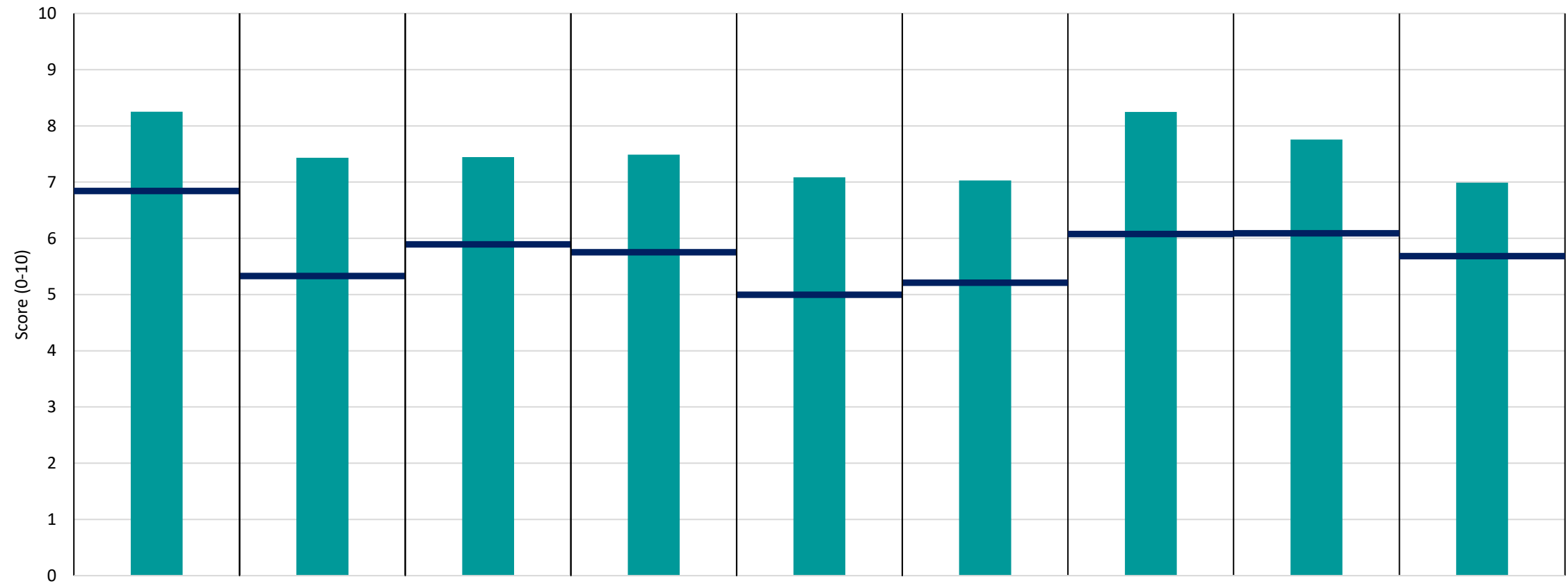
We are a team



Staff Engagement



Morale



Breakdown	8.25	7.43	7.45	7.49	7.08	7.03	8.25	7.76	6.99
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	15	15	15	15	15	15	15	15	15



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



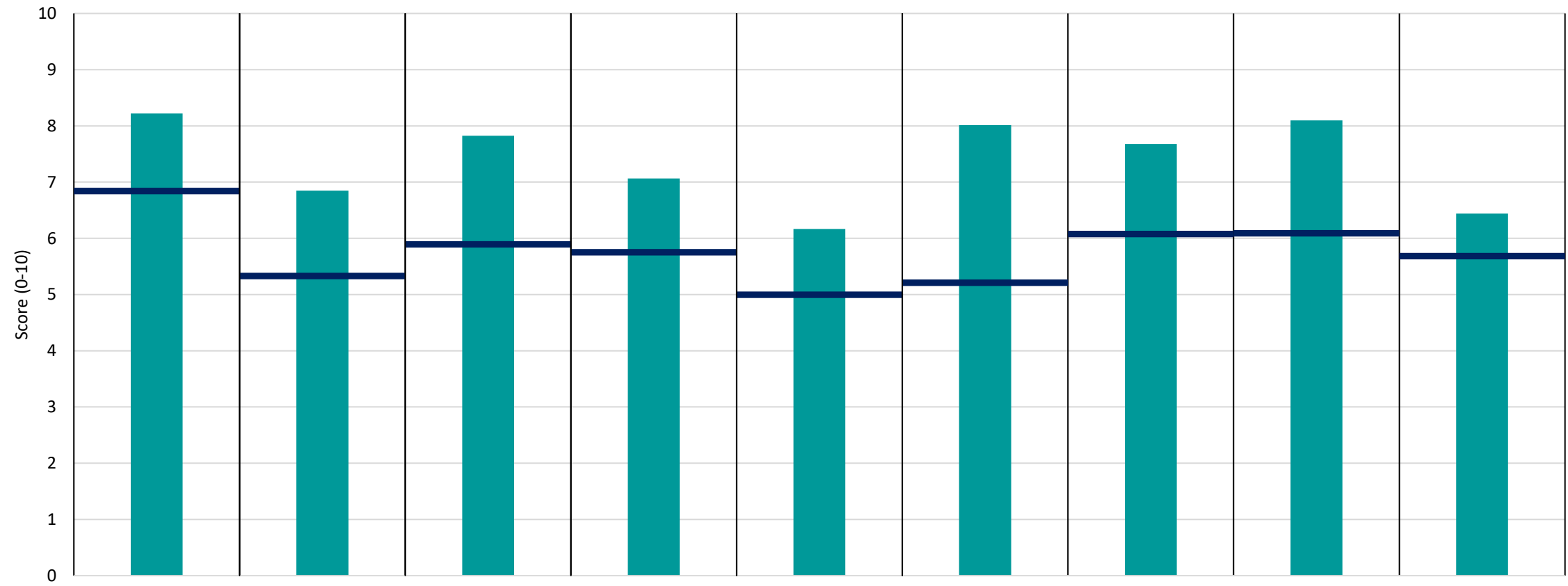
We are a team



Staff Engagement



Morale



Breakdown	8.22	6.85	7.83	7.06	6.17	8.01	7.68	8.10	6.44
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	13	13	13	13	11	13	13	13	13



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



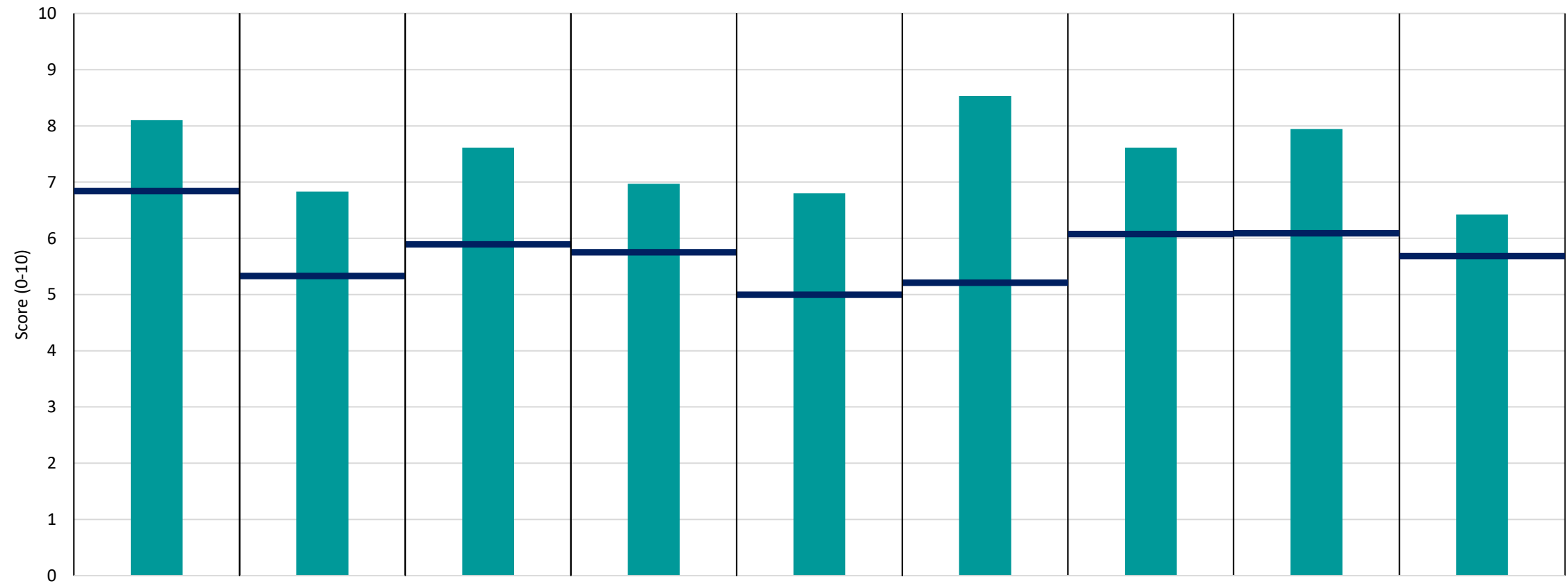
We are a team



Staff Engagement



Morale



Breakdown	8.10	6.83	7.61	6.97	6.80	8.53	7.61	7.94	6.43
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	24	25	24	24	25	25	24	25	25



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



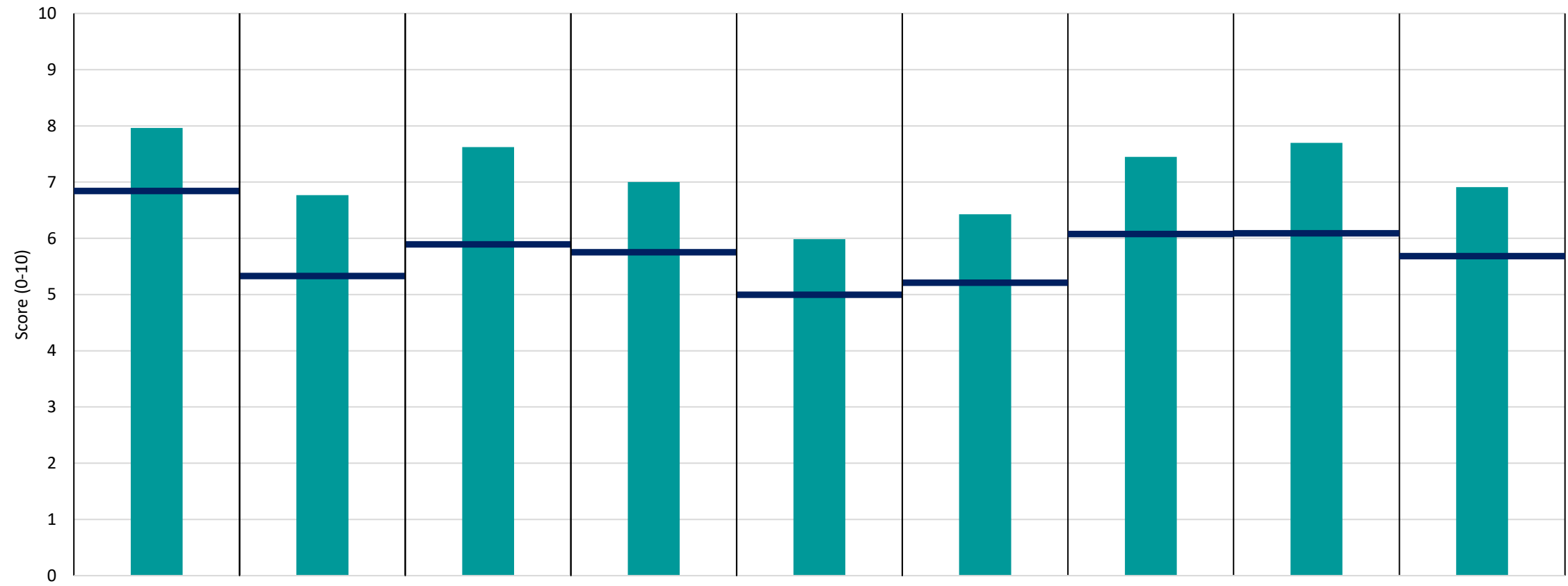
We are a team



Staff Engagement



Morale



Breakdown	7.96	6.77	7.62	7.00	5.98	6.43	7.45	7.70	6.91
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	28	28	27	28	26	28	28	28	28



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



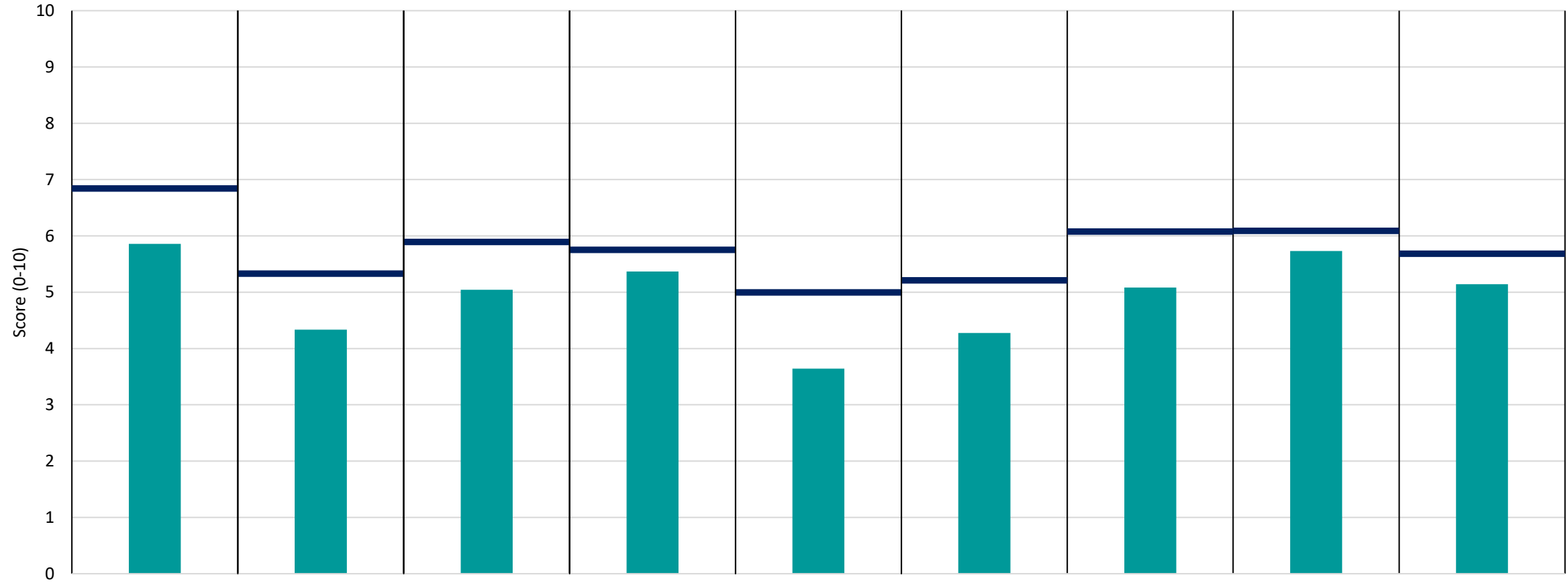
We are a team



Staff Engagement



Morale



Breakdown	5.86	4.34	5.04	5.37	3.64	4.27	5.08	5.73	5.14
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	57	58	57	56	52	58	58	58	58



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



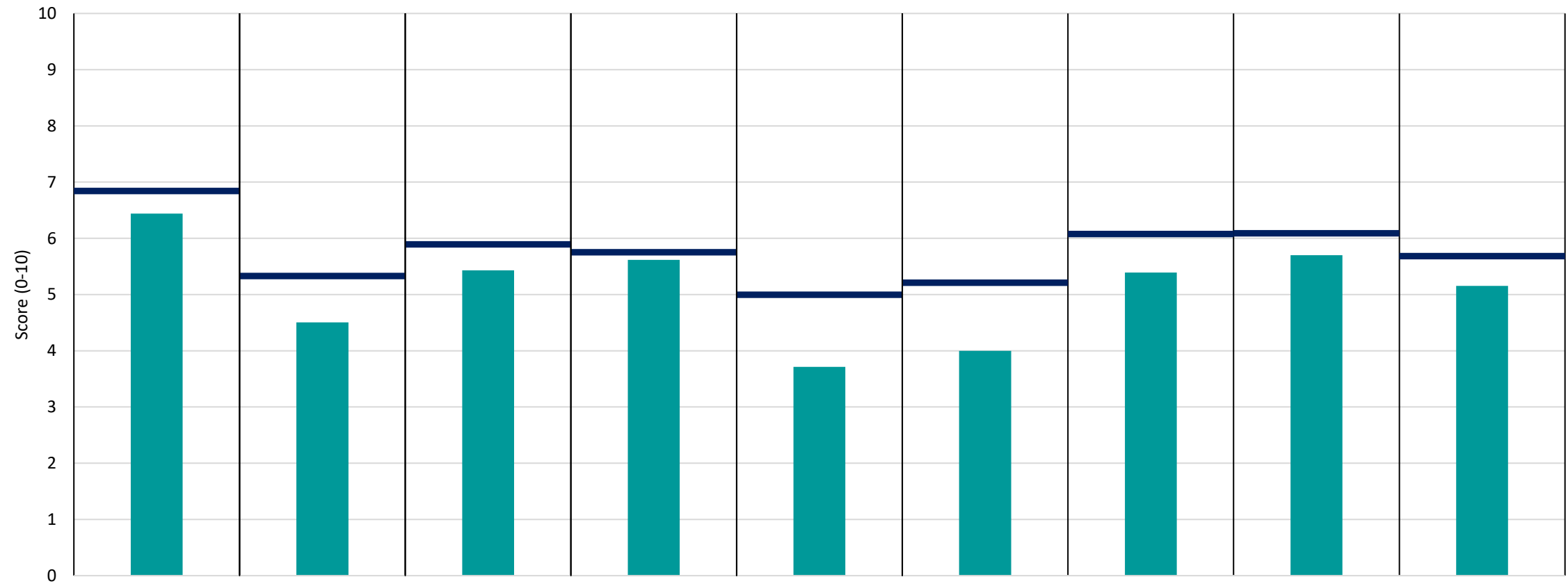
We are a team



Staff Engagement



Morale



Breakdown	6.44	4.51	5.43	5.62	3.71	4.00	5.39	5.70	5.16
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	74	74	71	72	66	74	74	74	74



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



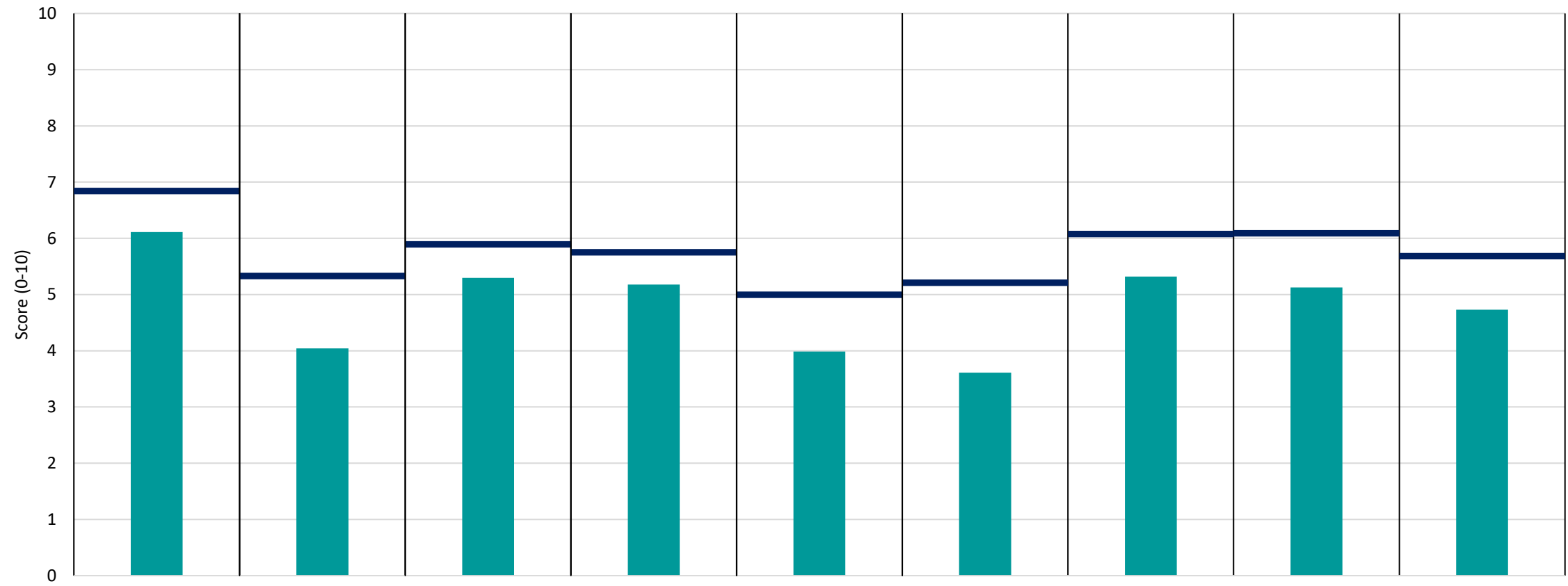
We are a team



Staff Engagement



Morale



Breakdown	6.11	4.04	5.30	5.18	3.99	3.61	5.32	5.13	4.73
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	24	24	23	24	23	24	24	24	24



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



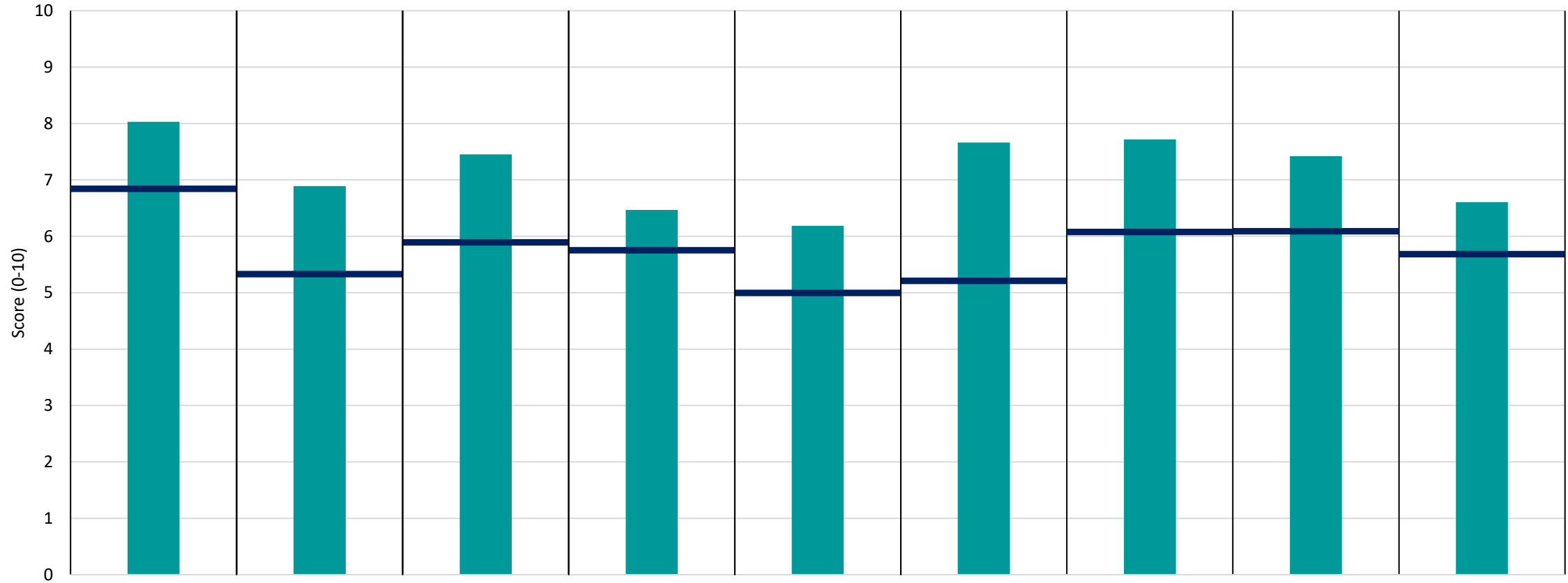
We are a team



Staff Engagement



Morale



Breakdown	8.03	6.89	7.45	6.47	6.19	7.66	7.72	7.42	6.61
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	28	28	28	27	27	28	28	28	28



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



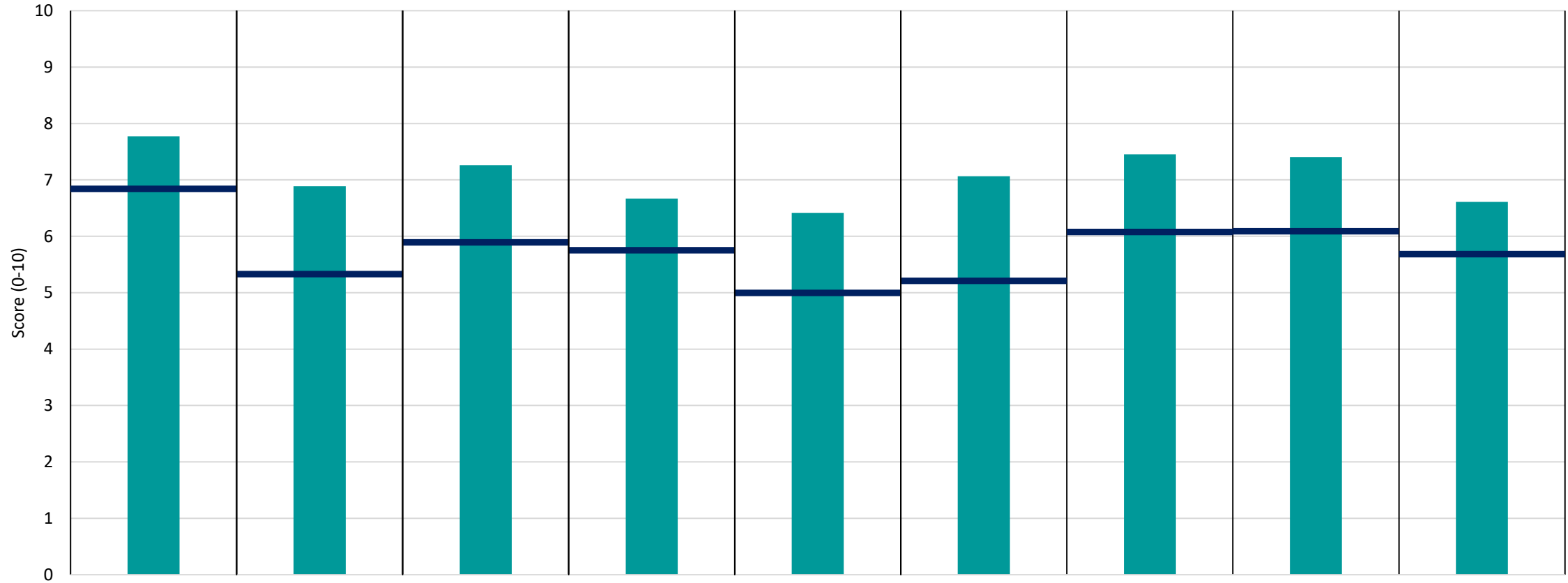
We are a team



Staff Engagement



Morale



Breakdown	7.77	6.89	7.26	6.67	6.41	7.07	7.45	7.41	6.61
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	48	48	48	48	46	48	48	48	48



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



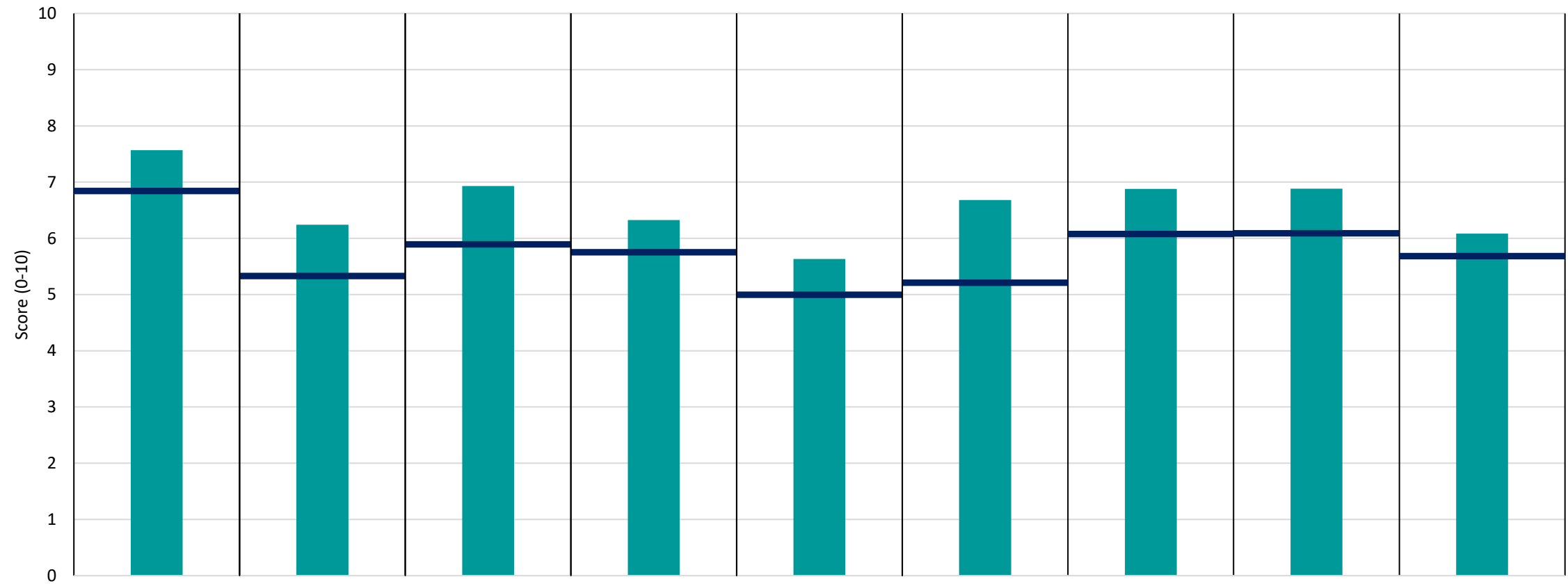
We are a team



Staff Engagement



Morale



Breakdown	7.57	6.24	6.93	6.32	5.63	6.68	6.88	6.88	6.09
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	27	27	25	27	26	27	27	27	27



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



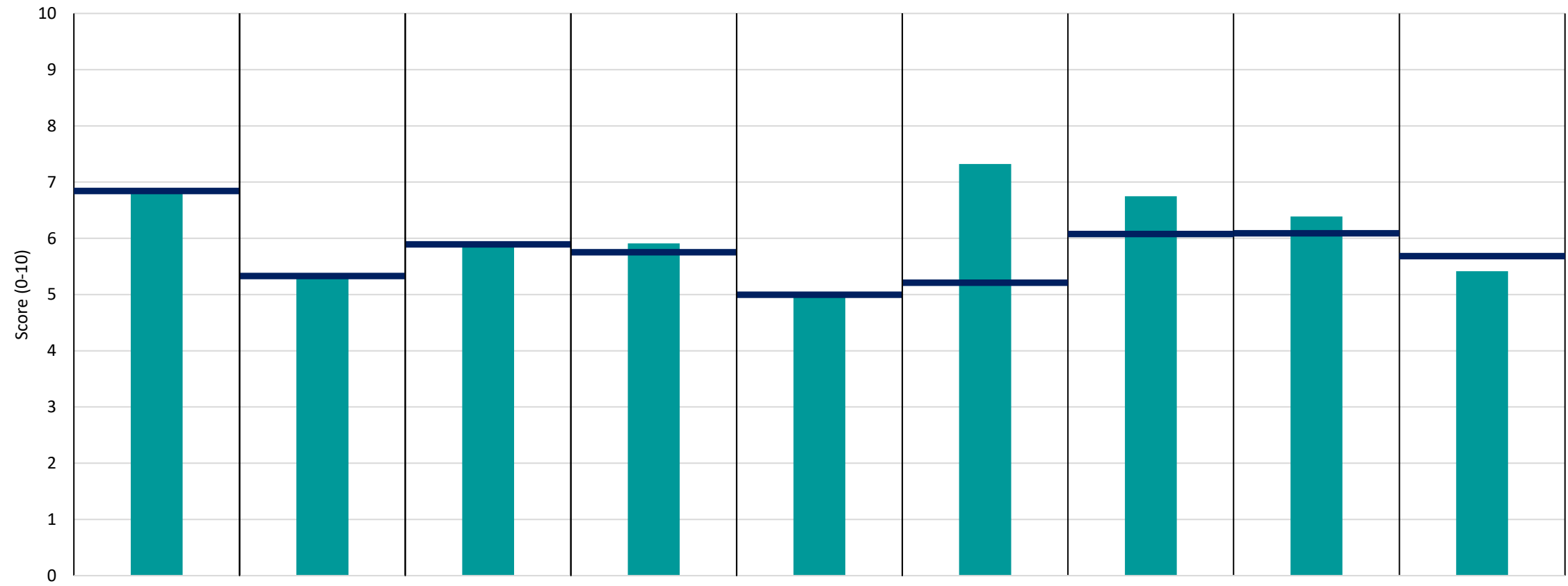
We are a team



Staff Engagement



Morale



Breakdown	6.84	5.36	5.87	5.91	4.98	7.32	6.75	6.39	5.41
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	35	35	35	35	34	35	35	35	35



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



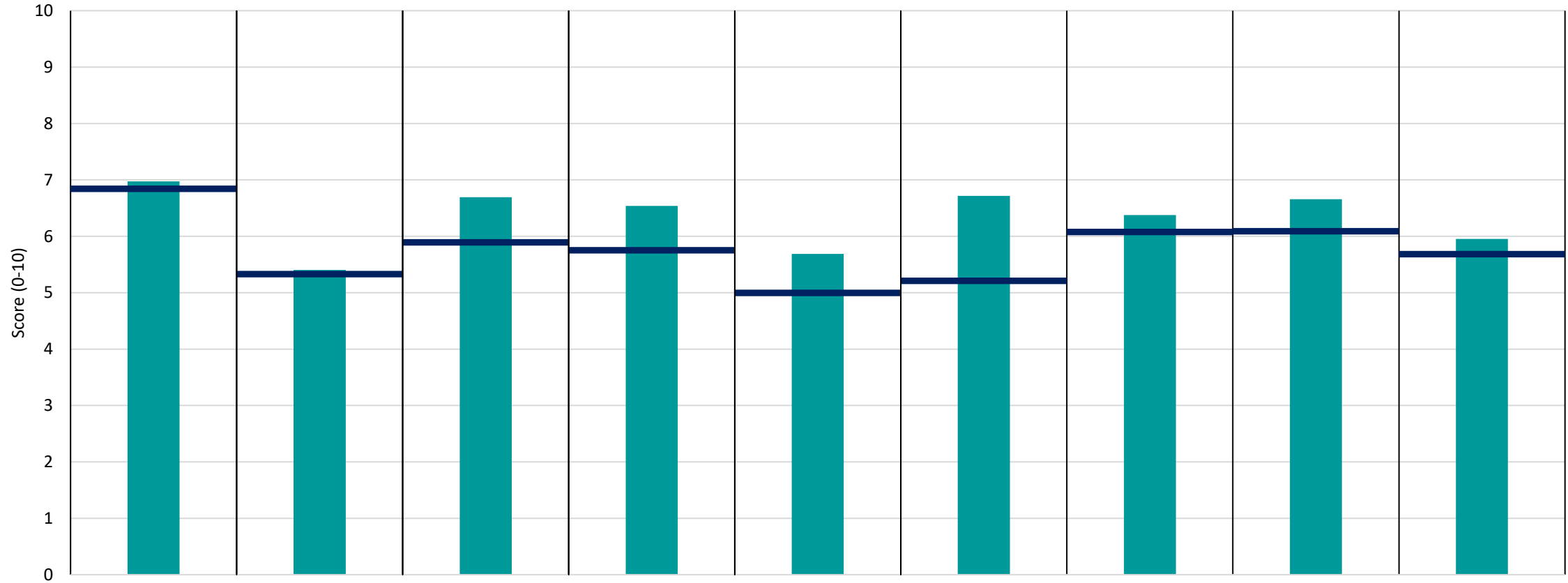
We are a team



Staff Engagement



Morale



Breakdown	6.98	5.40	6.69	6.54	5.69	6.72	6.38	6.66	5.95
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	26	26	26	26	24	25	26	26	26



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



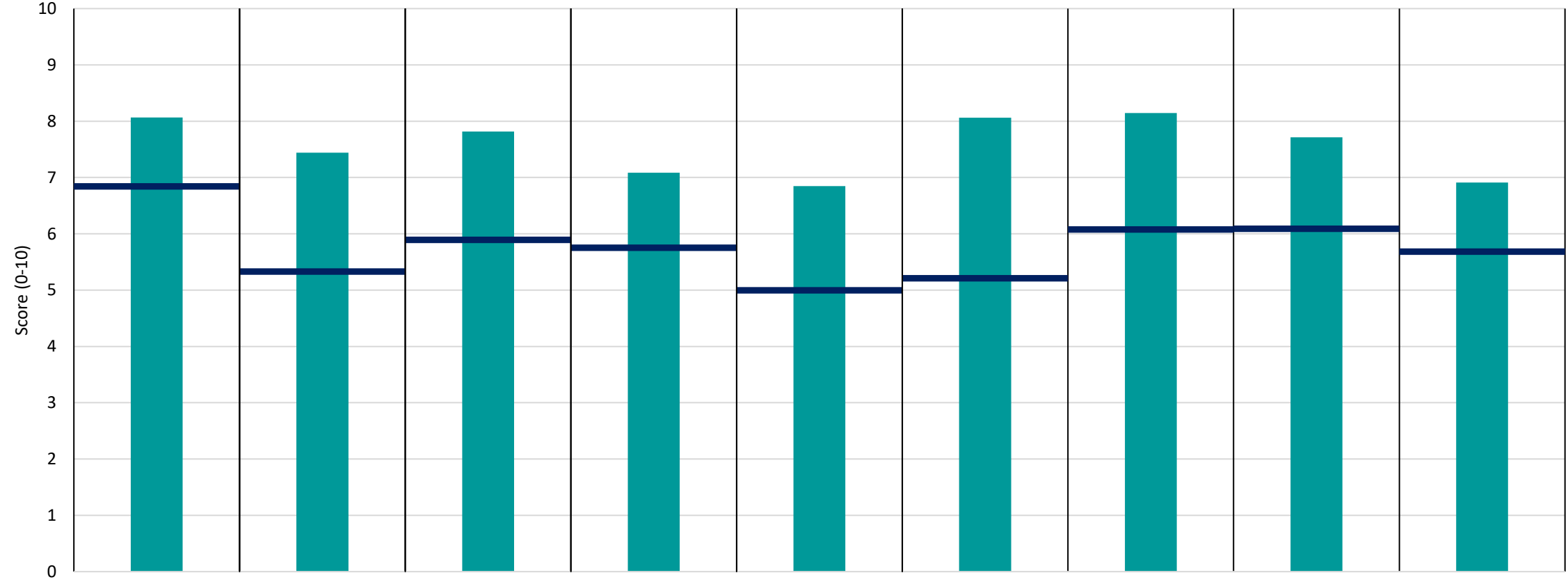
We are a team



Staff Engagement



Morale



Breakdown	8.06	7.44	7.82	7.08	6.85	8.06	8.15	7.71	6.91
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	17	17	16	17	17	17	17	17	17



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



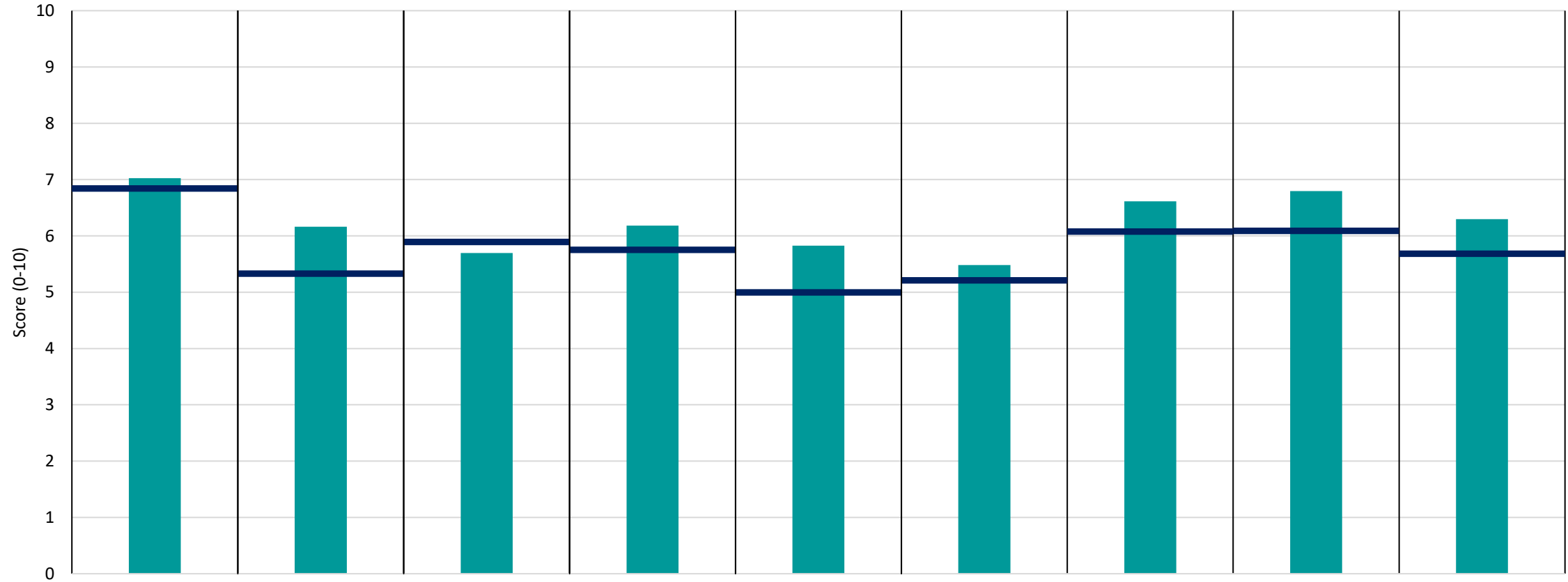
We are a team



Staff Engagement



Morale



Breakdown	7.03	6.16	5.70	6.18	5.83	5.48	6.61	6.79	6.30
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	12	13	11	13	10	13	12	13	13



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



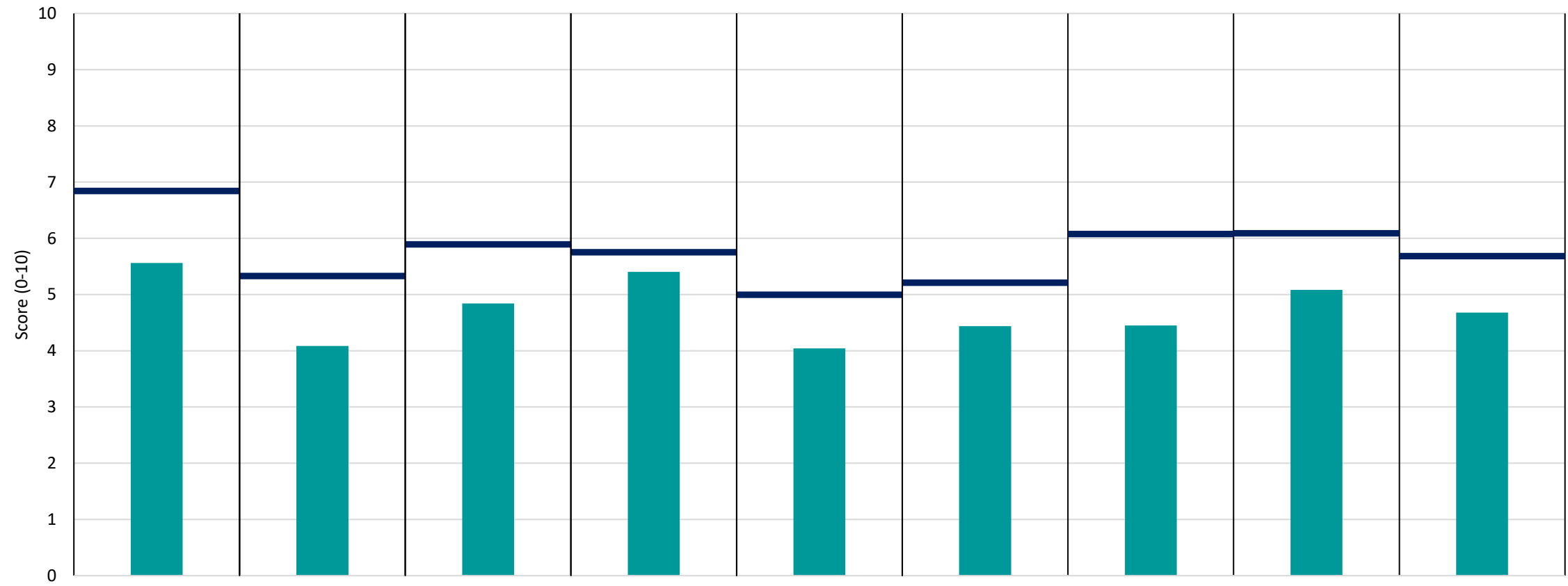
We are a team



Staff Engagement



Morale



Breakdown	5.56	4.09	4.84	5.40	4.04	4.44	4.45	5.08	4.68
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	23	23	21	23	21	23	23	23	23



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



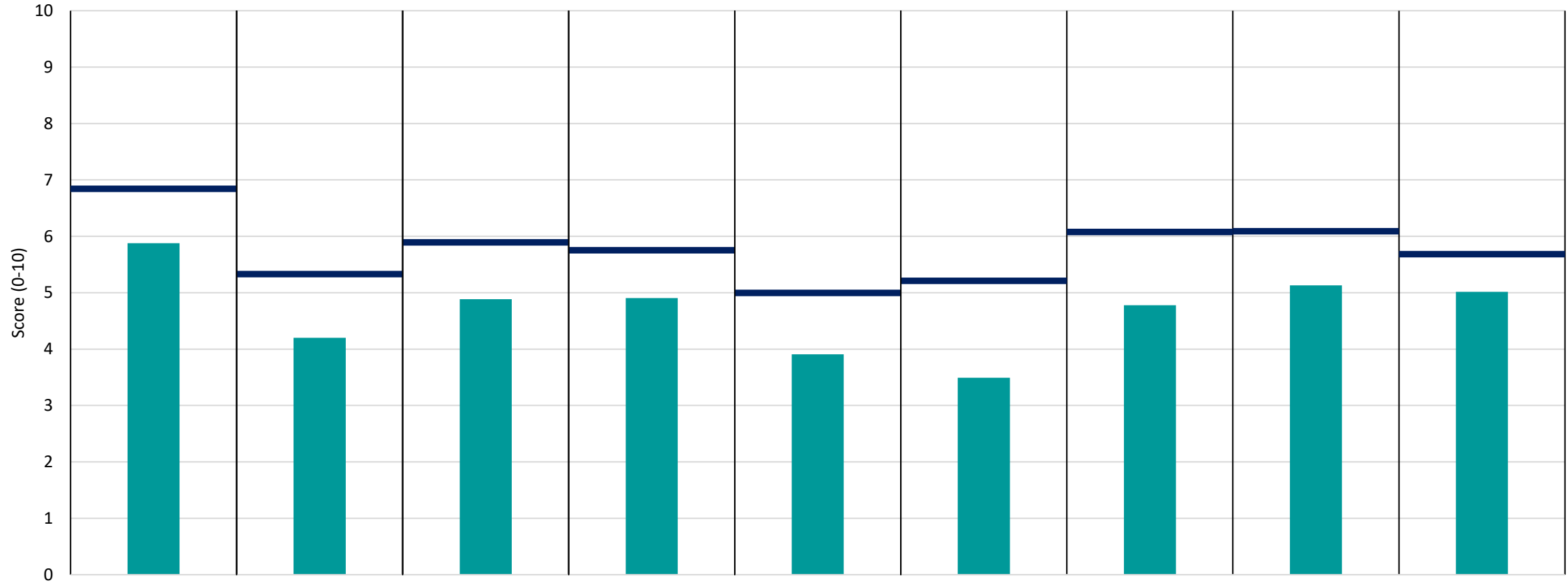
We are a team



Staff Engagement



Morale



Breakdown	5.88	4.20	4.89	4.91	3.91	3.49	4.78	5.13	5.02
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	184	184	183	181	172	184	183	183	184



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



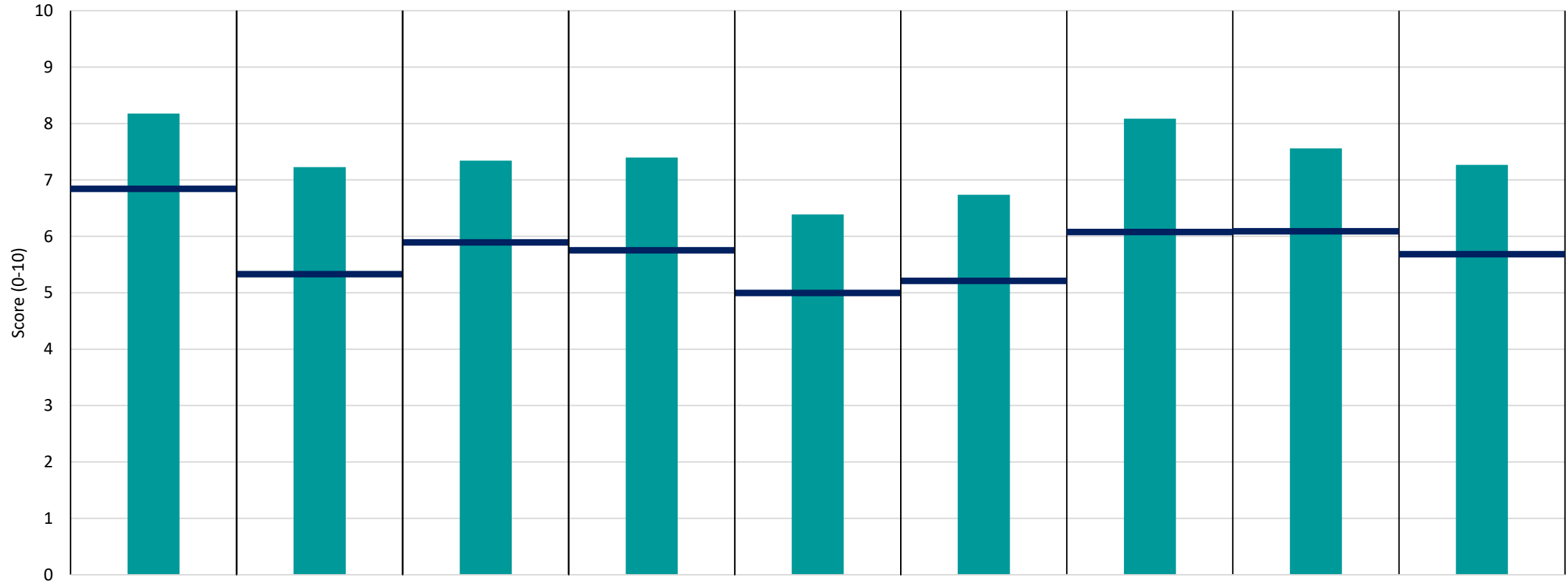
We are a team



Staff Engagement



Morale



Breakdown	8.18	7.23	7.34	7.40	6.39	6.74	8.09	7.56	7.27
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	48	48	48	48	46	48	48	48	48



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



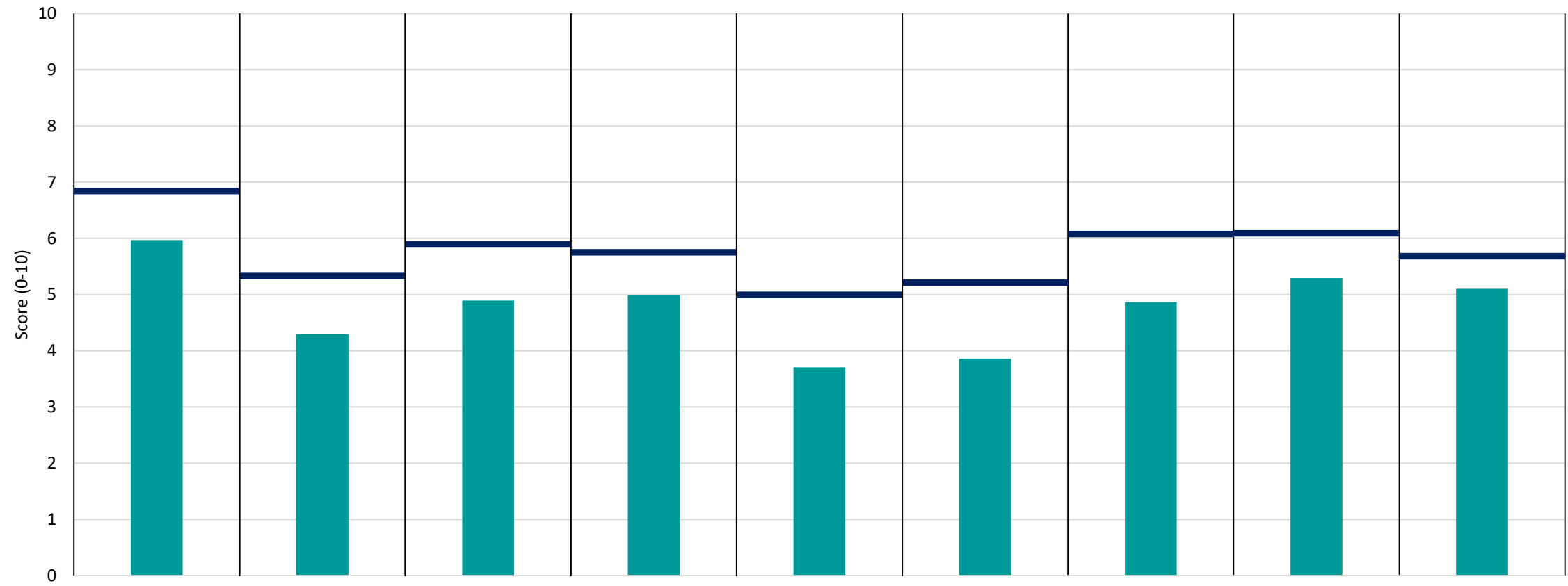
We are a team



Staff Engagement



Morale



Breakdown	5.97	4.30	4.89	4.99	3.71	3.86	4.87	5.29	5.10
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	216	215	215	216	205	215	215	216	216



We are
compassionate and
inclusive



We are recognised
and rewarded



We each have a voice
that counts



We are safe and
healthy



We are always
learning



We work flexibly



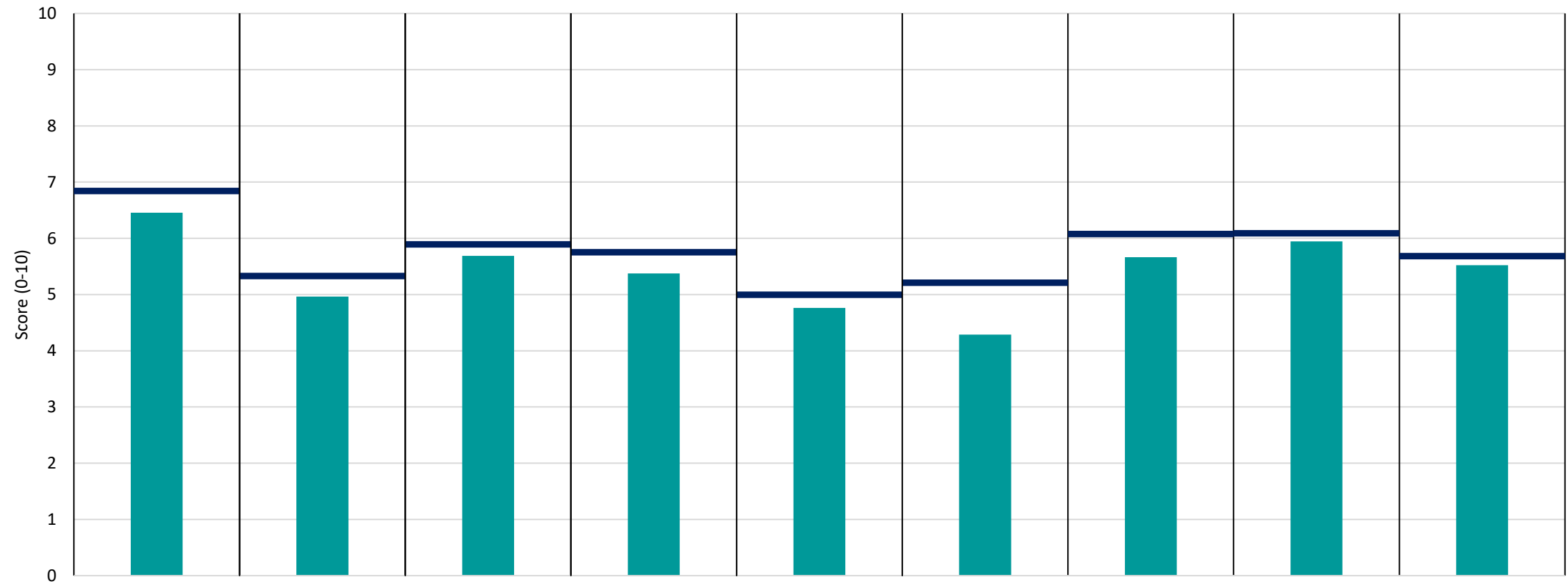
We are a team



Staff Engagement



Morale



Breakdown	6.46	4.96	5.69	5.38	4.76	4.29	5.66	5.95	5.52
Your org	6.84	5.33	5.89	5.75	5.00	5.21	6.08	6.09	5.68
Responses	160	161	160	158	148	161	161	161	161